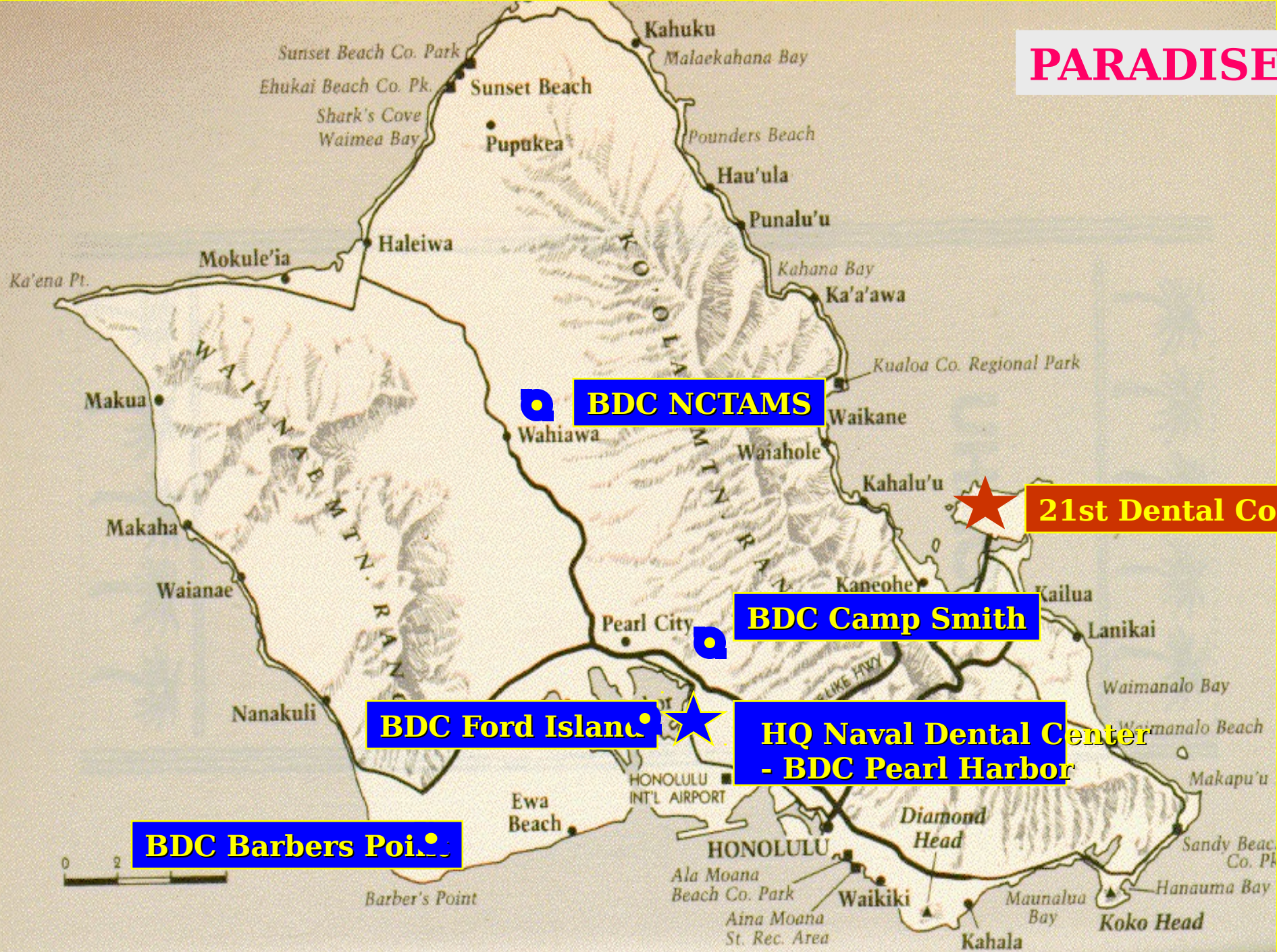


COMMAND BRIEF



***NAVAL DENTAL CENTER
PEARL HARBOR, HAWAII***

PARADISE





Dental Health Through and Beyond Dental Readiness



“SUPPLY & DEMAND”

Command Resources

Officer.....
29

Enlisted.....
75

Hygienists.....
... 4

**Civilian
Assistants..... 12**

Civilian (Admin)
..... 6

Catchment Area

UICS

Personnel
Operational 33
6,426

Submarine 18
2,497

Surface 12
3,355

Marines 2

512

Army 1
62

MEASURED OUTCOMES

Operational Dental Readiness (ODR)

Increased from 84% to 95+%

Dental Health Index (DHI)

Increased from 20% to 54%

*(Highest in the
Navy!)*

Operational Dental Readiness : Deploying Units

58 Consecutive Ships/Subs at 100% ODR
(Unprecedented!)

Our Basis for Comparison Hawaii State Award of Excellence

Received the highest rating ever given in Hawaii for the Baldrige Criteria based award on our first application. Feedback from this award provided direction for improvement and impetus for better

Business comparison Office of the Secretary of Defense

Agency helped to develop our business model and establish baseline costs.

Strategic Goal #1

Delight Our Customers

- ◆ **Maintain Shore Facilities Above 95% ODR.**
- ◆ **Increase DHI to Above 60%.**
- ◆ **Institute Same Appointment Opportunity for Exam/Cleaning.**
- ◆ **Increase Clinical Availability for Providers.**
- ◆ **Achieve Customer Satisfaction; Promote Customer Relations**

Strategic Goal #2

Build a High Performance Organization

- ◆ **Develop and Implement an Enterprise System of Business.**
- ◆ **Promote “Profitability” Goals.**
- ◆ **Improve Communications.**
- ◆ **Better Utilize Auxiliaries.**
- ◆ **Utilize Advanced Technology.**
- ◆ **Implement Data-based Decision Making.**
- ◆ **Develop Long-term Equipment and Facility Requirements (Resource**

Strategic Goal #3

Promote Personnel Development

◆ PERSONAL

- ✦ **Physical Readiness Test**
- ✦ **Awards**
- ✦ **Smoking Cessation.**
- ✦ **Command Mentorship Program .**

◆ PROFESSIONAL

- ✦ **Promotion/advancement Opportunities.**
- ✦ **Reenlistment.**
- ✦ **FITREPS/EVALS Improvement.**

Strategic Goal #4

Enforce and Emphasize Fleet

Support Programs

- ◆ **Independent Duty Corpsman Training.**
- ◆ **Improve and Deploy a Computer-based Liaison Program.**
- ◆ **Deploy All Ships/Submarines at 100% ODR**
- ◆ **Maximize Mobile Dental Vans.**
- ◆ **Awards Incentive Program for Ship Liaison Personnel.**

Strategic Goal #5

Promote Education and Training

◆ INTERNAL

- ❖ **Strive for Funded Annual CE Training for All Officers.**
- ❖ **Maximize Participation in NSHS Management Courses.**
- ❖ **PQS Training for All Technicians (Prophy, Sealants, X-ray, Expanded Function).**

◆ EXTERNAL

- ❖ **Provide In-service Training to All Hands; Standardize All Providers.**
- ❖ **Educate Patients to the Benefits of Dental Services.**
- ❖ **Educate Commands and Personnel on the Dental Classification System.**
- ❖ **Promote the Tri-Service Dental Plan for Family Members.**

ENTERPRISE SYSTEM

Uses Principles of a High-Performance Organization Emphasizing Efficiency and Profitability.

- * Front Desk/Liaison/Mobile Dental Unit**
- * Endodontics**
- * Prosthodontics**
- * Oral Diagnosis/Preventive Dentistry**
- * Periodontics**
- * Oral Surgery**
- * Comprehensive Dentistry**
- * Branch Dental Clinics**

THE INFRASTRUCTURE FOR SUCCESS

- ★ Optimum Provider to DTR Ratio.**
- ★ Adequate Ancillary Support**
- ★ Personnel Training and Staff Stability**
- ★ State-of-the-Art Equipment**
- ★ “One-Stop Shopping”**

OPTIMUM PROVIDER TO DTR RATIO

- Increase the Number of Chairs:
without funding, the only way to increase the number of operatories/doc was to reduce the number of docs. We put docs on ADALs, MDUs... riding ships and taking dentistry literally to the deckplate.
- Reduce the Number of Docs. we gave BUPERS three docs for reassignment to Great Lakes to assist in Phase I recruit treatment. Saved gaining command contract money and improved the entire system. 2 additional docs and 2 techs given up this year to NDC Northwest (saves

ADEQUATE ANCILLARY SUPPORT

▣ **Proactive Red Cross Volunteer Program:** 10 to 15 participants x 500 hours .

▣ **MOU with University of Hawaii Hygiene School:** Six Registered Dental Hygienists (4th Year Students) Two Times per Week.

▣ **Reduction in Administrative**

PERSONNEL TRAINING AND STAFF STABILITY

- ★ **Leading Petty Officers Assignments:**
Minimum of One Year (most are Two Year Assignments)
- ★ **Maintaining All Records (Including Ships):** Greater accuracy, better accountability, enhanced communication.
- ★ **Dedicated Clinical Treatment Time:**
Meetings/interruptions restricted to AFTER 1430.
- ★ **Expanded Function Training:**
Modification of One DDS/One DT/One Room Methodology with One DDS/Three DTs/Two

STATE-OF-THE-ART EQUIPMENT

- **Digital Radiography**: Huge Time Saver; Decreases Processing Time From 7 - 8 Minutes to 30 Seconds. Decreases costs of processing.
- **Computer Connectivity** (DIRS Reporting)
- **Electronic Liaison Program**: Real Time Classification and Readiness Information
- **Mobile Dental Vans**: Two Units. Saves 2.1 Man-hours vs Treatment at Our Clinic.

“ONE-STOP SHOPPING”

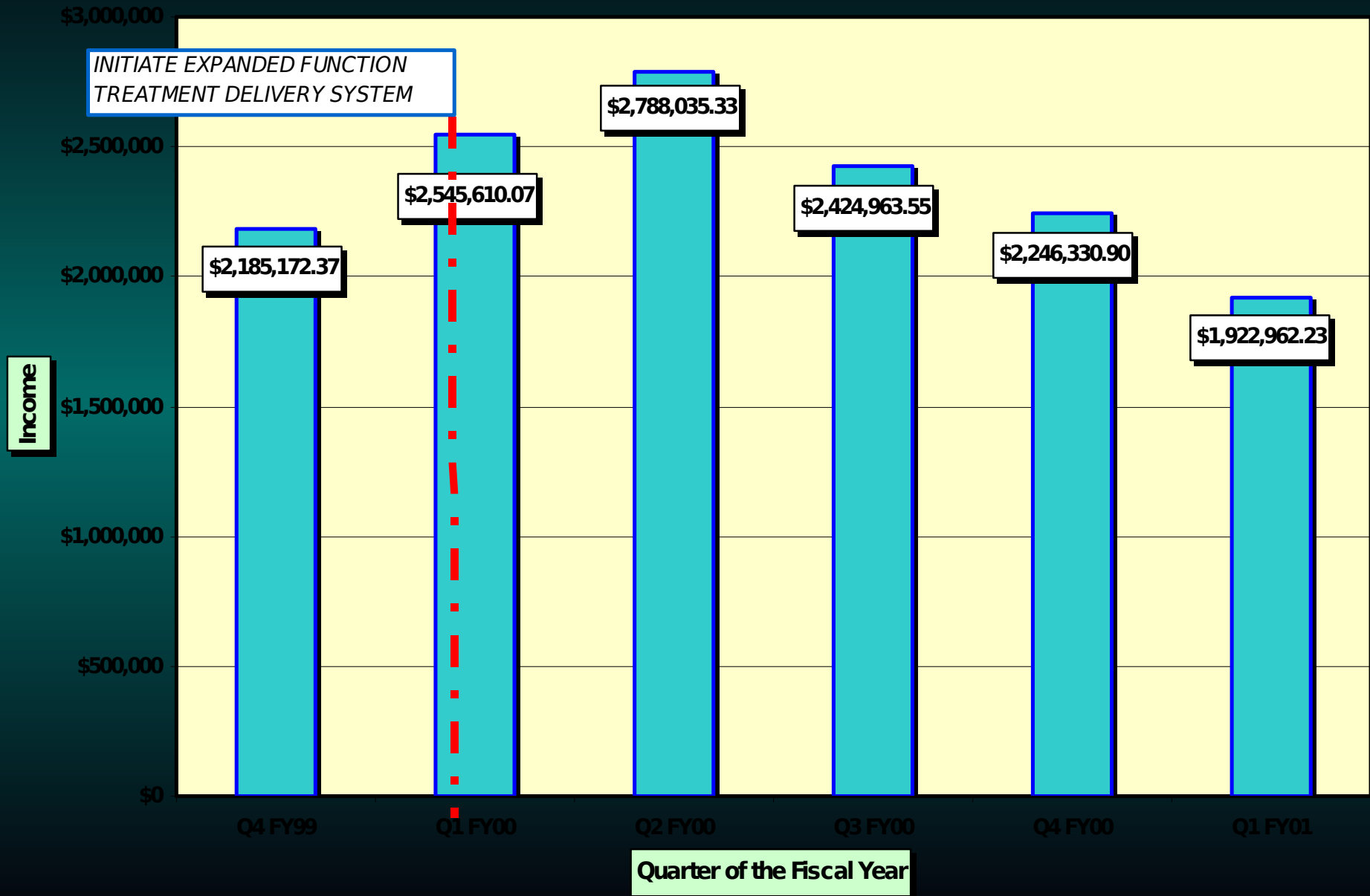
✦ 95 - 99% of All Appointed Exams Include a Cleaning.

✦ Patients with Endodontically Treated Teeth Get a Permanent Restoration Prior to Departure.

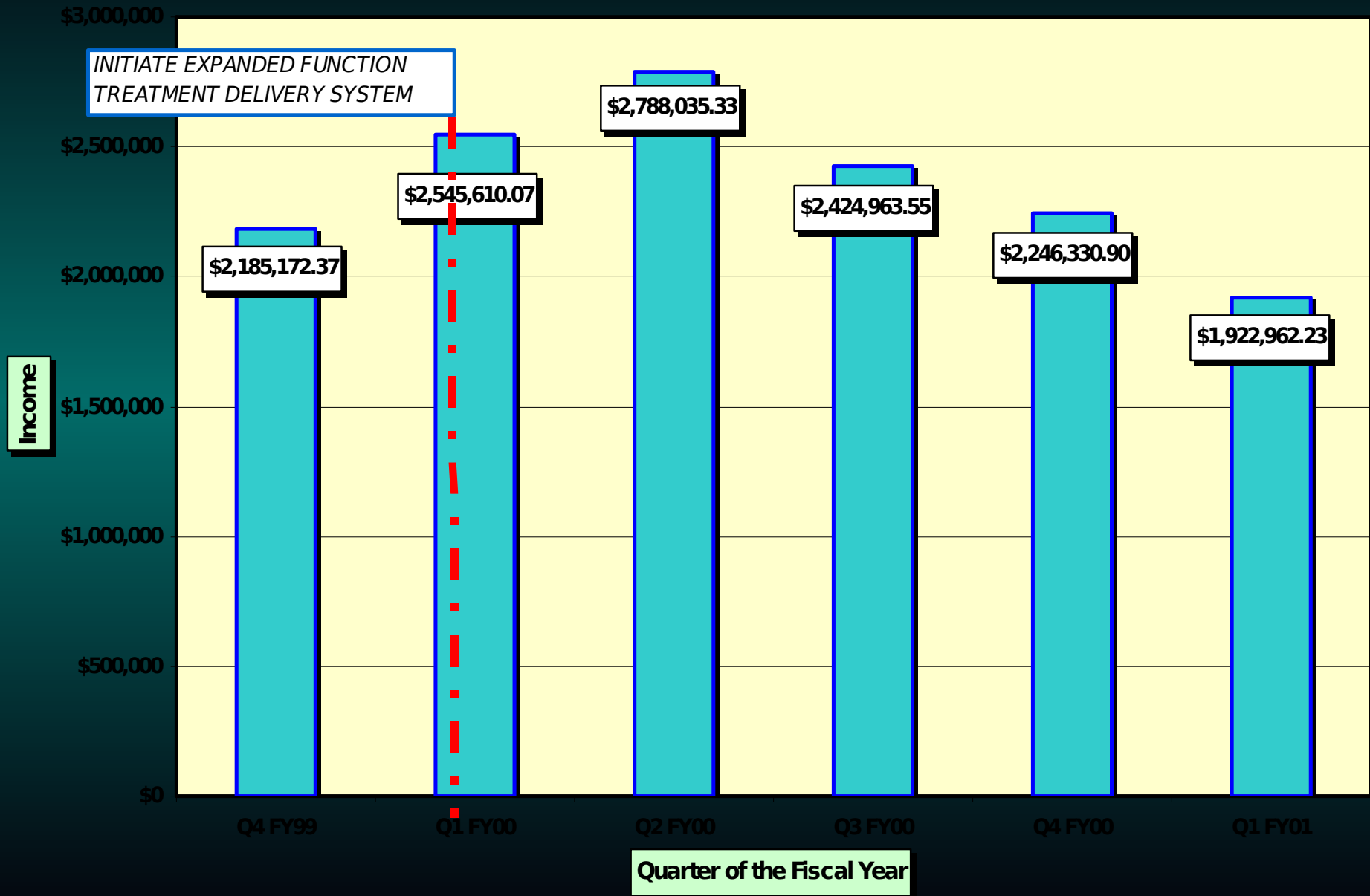
▣ Operative Patients are Offered a Cleaning at the Conclusion of Their Treatment.

▣ “Keep the Chairs Filled” Philosophy (Front Desk Responsibility).

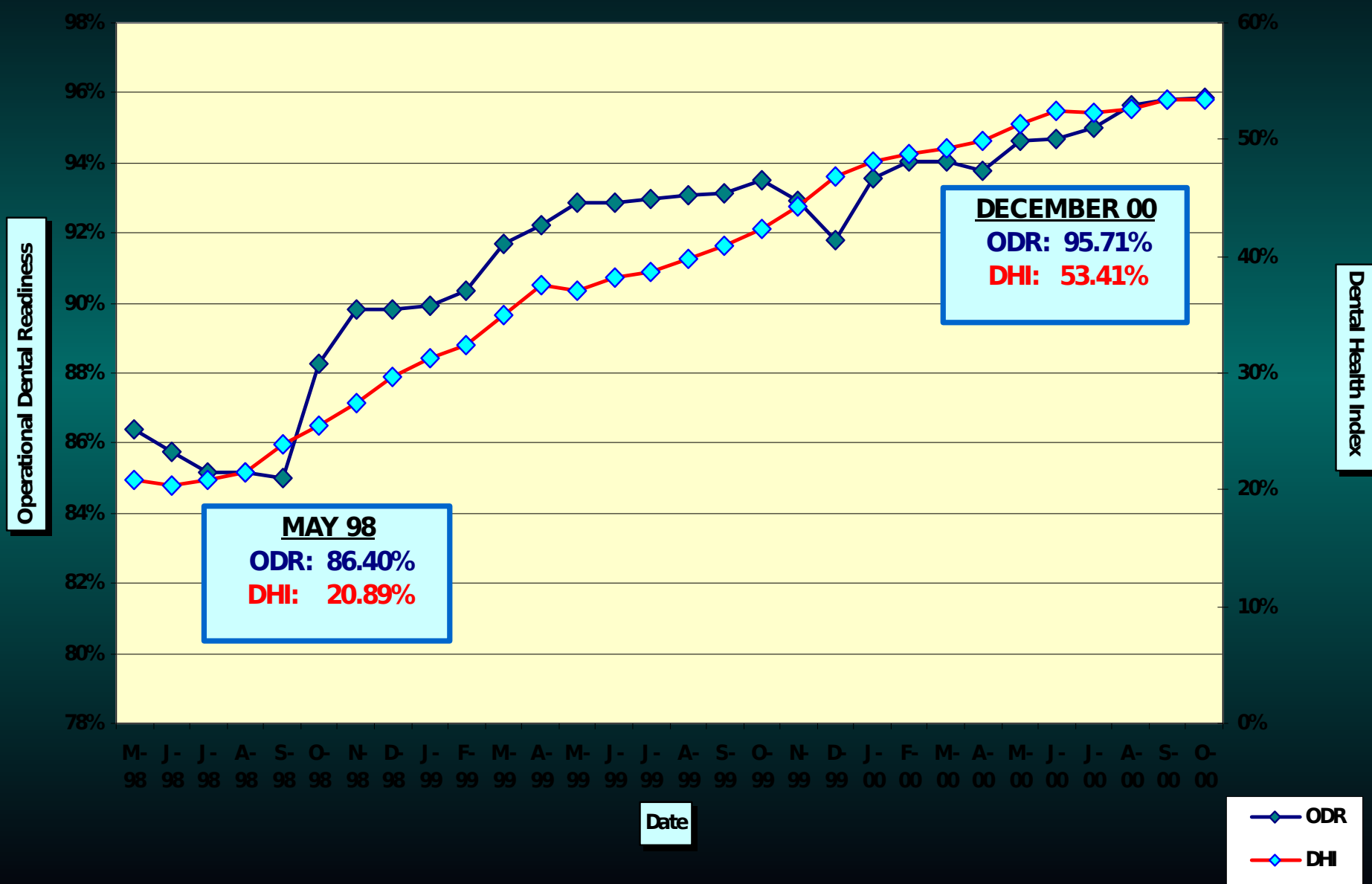
CORPORATE QUARTERLY EARNINGS



CORPORATE QUARTERLY EARNINGS



OPERATIONAL DENTAL READINESS AND DENTAL HEALTH INDEX



BOTTOM LINE

- Dramatic Increases in ODR and DHI.
- Unprecedented Record of Deployed Units at 100% ODR.
- Significant Improvement in Cost/Return on Investment (\$2M).
- Outstanding Retention and Promotion Record.
- Benchmark for Success for Other



*WHAT'S ON THE
HORIZON?*

GO NAVY!
NO KA OI!!!

